Bill & Melinda Gates Foundation PAC HUG Program
Frequently Asked Questions
Compiled by the Library of Michigan

What constitutes a "public access computer" or "PAC"?

The Foundation defines a public access computer as follows for the purposes of this grant program:
A) The computer is available for access by the public at no cost and without intervention by staff;
B) The computer provides access to external information resources *(e.g.,* the Internet and bibliographic databases); *and*
C) The computer can access personal productivity or reference software *(e.g.,* word processing, presentation, spreadsheet, electronic encyclopedia software, or other educational software).

What are the minimum specifications for any new public access computer we install?

At a minimum, the new public access computer must be current hardware that is capable of supporting the public access computing needs of your community. The Foundation feels that you are in the best position to determine these needs and the appropriate level of computer technology to meet them.

What can we buy with the new grant funds?

Grants funds can only be used for eligible expenditures. Eligible expenditures include the following:
- Complete public access computer systems (CPUs, monitors, keyboards and mice).
- Individual components for upgrade (hard drives, additional memory, video, networking, or other cards).
- Thin client networks
- Any software for public access computers.
- Support services purchased for the computers, such as extended warranty/ technical support and replacement services purchased from the original equipment manufacturer or other support vendor.
- Installation and configuration or customization of security settings of the public access computers to ensure long-term sustainability *(e.g.,* the purchase, installation or configuration of public access computer software or hardware security solutions).

Funds *cannot* be used either to replace or upgrade *staff* computers or other infrastructure, networking or peripheral equipment *(e.g.,* furnishings, network cabling, electrical wiring, switches, firewalls, printers, projection devices, printers, smart boards).

Our original public access computers had donated software. Are there sources for obtaining donated software for our public access computers?

> The Foundation encourages libraries to make best use of grant funds through resources such as TechSoup Stock's donated software program. Many software vendors make their products available for free or at a discounted price through this service, although it is primarily geared toward assisting organizations with non-profit (501(c)(3)) status. Please consult the following URL for full program requirements and limitations:
>
> http://www.techsoup.org/stock/libraries/default.asp
> http://www.techsoup.org/stock/libraries/microsoft/faq.asp **(FAQ)**
>
> Stephanie Bourne at TechSoup Stock is the contact for the Library program.
> Contact Stephanie Bourne 415-633-9372 stephanie@techsoup.org

What about the original children's software programs?

> There is a way to re-use the children's software that was received during the original Gates grants. Your library owns those games, and they can't legally be sold or given away with the computer. While you do not have the original CDs, the contents are sitting on the hard drive of each of the computers. See the WebJunction forums for information on how to transfer the programs:
>
> http://webjunction.org/forums/click.jspa?messageID=30648#30648 *
> (Look for the message with a pdf document posted May 16, 2006 by dalem.)
>
> *To access this link you must be logged in. Login or register for the first time at:
> http://webjunction.org/do/LoginPage

What are the disposal procedures for the original Gates computers?

> There are no specific rules regarding the disposal of the original Gates computers, as they are outside any warranty or support. Libraries should follow their local procedures. There are suggestions for recycling and lots of other useful information on the WebJunction site:
>
> http://webjunction.org/do/Navigation?category=534
>
> Look for ideas about setting up a thin client network as a possible use of old computers at:
>
> http://webjunction.org/do/DisplayContent?id=7568

What are other states considering for PAC HUG computers?

There is a discussion on the WebJunction site about this. See:

http://webjunction.org/forums/click.jspa?messageID=28694#28694 *
*To access this link you must be logged in. Login or register for the first time at:
http://webjunction.org/do/LoginPage

Resources for purchasing of PAC HUG eligible equipment and services:

State contract:
http://www.state.mi.us/dmb/apps/oop/purchasing_user.asp?cmd=list&frm=contracts

REMC contract: http://www.remcbid.org/

NPower Michigan has some good advice on their site: http://www.npowermichigan.org
Andy Wolber was part of the LTD MLA session "Never Pay Full Price Again" and the content of this presentation is at: http://www.npowermichigan.org/resources/presentations.htm (Look under Past Workshops, MLA 10/27/05.)

MiCTA: http://www.micta.org/

TechSoup hardware discussion:
http://www.techsoup.org/learningcenter/hardware/index.cfm?cg=searchterms&sg=hardware

Userful Corporation offers a solution for the needs of libraries receiving PAC HUG funding. See their white paper at: http://userful.com/document/gates.pdf and web site:
http://userful.com/products/library-ds
Contact Daniel Griffin 1-888-546-8991 x405 daniel@userful.com

Amerikit Technology Solutions also has specific PAC configurations at:
http://www.amerikitsolutions.com/pac_configs.html
Contact Todd Bohnenkamp 1-800-396-5964 x108 toddb@amerikitsolutions.com

Gateway has PAC configurations at: http://www.gateway.com/work/gv/library.shtml
Contact Matthew Barry 1-800-846-2042 x25373 Matthew.Barry@Gateway.com

Microsoft Shared Computer Toolkit:
http://www.microsoft.com/windowsxp/sharedaccess/default.mspx

Centurion Technologies: http://66.165.72.38/products/centurionguard/cent-guard1faqs.php
Contact Phil Simione 800-224-7977 x116.

WebJunction member tech solutions: http://webjunction.org/do/DisplayContent?id=14182